

E-Government Quarterly Report
First Quarter FY05
Gerry Wethington, CIO

E-Government Update

The E-Government Scorecard, developed under the direction of Hannah Mao, was recently demonstrated at the monthly meeting of the Information Technology Advisory Board (ITAB). Developed with guidance from Brown and Harvard Universities, this methodology will assist Missouri State Government as a tool in assessing the state's portal and agency websites looking for best practices and areas in need of improvement. The scorecard is now available for agencies to access on the ITAB members section of the OIT website.

A priority for the state's portal is the investment in a search engine that will enhance the search capabilities for citizens and state staff. Currently being reviewed and considered are search engine products from companies such as Google.

Work continues with a cooperative effort between the ITAB E-Government Committee and the E-Government Business Oversight Committee to create an e-government blueprint and strategy to move e-government efforts forward in the upcoming years. It is anticipated the document will soon be finished and available as support to the e-government appropriation request being submitted by the Office of Information Technology.

Public Service Commission Awarded E-Government Recognition

The Public Service Commission's Electronic Filing and Information System (EFIS) was the recipient of the National Association of State Chief Information Officers' (NASCIO) 2004 Recognition Award. Presented at the September NASCIO annual conference in New Orleans, the PSC's CIO, Todd Craig, accepted the honors for outstanding achievement in the field of information technology in the category of Digital Government – Government to Business.

EFIS, implemented in April 2002, has proven its value to the staff of the Missouri Public Service Commission as well as its utility customers and Missouri citizens. EFIS is an integrated, web-enabled case management and communication system that allows for seamless, secure and controlled interactive access to the Commissioners, all internal staff, the Office of the Public Counsel, intervenors, utilities and ratepayers. For the PSC, EFIS has become "eRegulation" in its truest sense.

Additional E-Government Recognition

A team of Digital Media Developers Group members were recognized for their work on an automated system for posting news headlines on the Missouri State Portal when they received the Governor's Award for Quality and Productivity at a September 1 ceremony held at the Capitol. The interagency team came together to build the portal news feed which allows all Missouri State Government agencies to post their current news releases to the portal page. Visitors to the portal get a fresh, up-to-the-minute view of the news whenever they click to the website.

The Department of Revenue's Internet Notice of Lien Filing and Record Team also received the Governor's Award for Quality and Productivity. The team created an online system that allows qualified individuals to file, perfect, and/or research liens. The team worked closely with stakeholders to ensure the system would meet customers' needs.

Insurance Agent Licenses Now Online

The Missouri Department of Insurance (MDI) now allows non-residents to apply and pay fees for new or expanded agent licenses over the Internet. Currently the Internet procedures are available only to new applicants who live outside of Missouri and non-residents seeking authority to sell additional lines of coverage. The new electronic process does not extend to non-resident renewals yet, but MDI is planning to add that capability.

Insurance producers often have licenses in several states, particularly to serve business accounts. Of almost 100,000 producers licensed by the MDI, more than 50,000 live outside the state. This new service available via the Internet will benefit both the producers and MDI's staff with the convenience of electronic licensing.

Multi-Agency Data Dictionary Initiative

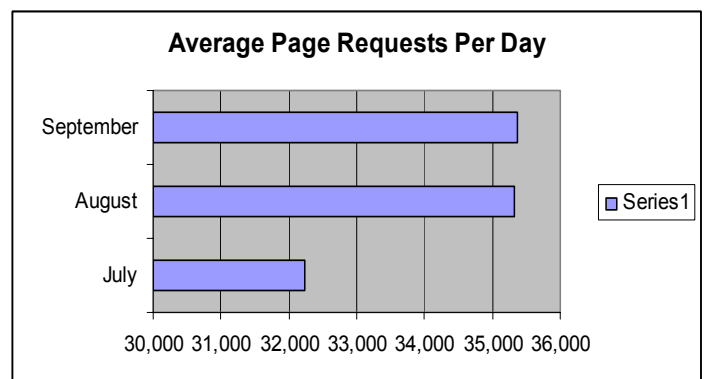
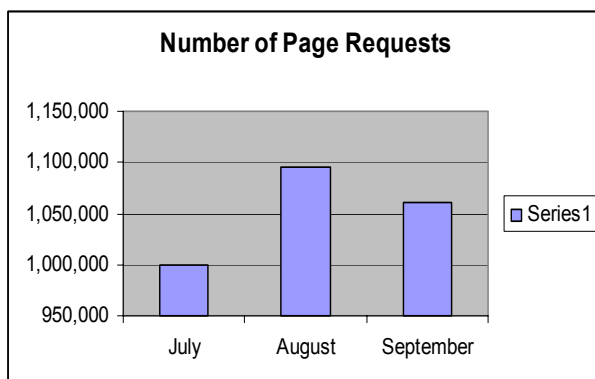
The Multi-Agency Data Dictionary Initiative completed its work during August and the resulting data dictionary and related products were handed over to the Architectural Review Committee for review and inclusion into the state's enterprise architecture Information Domain. With participation from DMH, DSS, DHSS and DESE – Vocational Rehabilitation, the project was completed on time and within budget.

The project identified and reconciled sixty-six client name and demographic-related attributes which involved identifying data types, lengths, and valid values and descriptions. They reviewed six agency applications in the process of extracting the common data elements, compared these with national standards, mapped the attributes to the existing systems and aligned them with Missouri's GIS addressing standards.

This effort has truly been one of cooperation and collaboration. The multi-agency data dictionary is an initial step toward an online client intake application that will require the client to give name and demographic information once rather than multiple times. As a result of the cooperative effort across the four public benefit pillar agencies, Missouri now has a multi-agency data dictionary for online application development that will carry it into the future and facilitate the sharing of information across agencies.

E-Government Website Statistics

The statistics below reflect the number of pages visited on the state's e-government portal, missouri.gov, during the first quarter of FY05.



E-Government FY05 Year-to-Date Financial Information

FY02 Appropriated	Expended	Balance
\$2,043,615	\$1,945,943	\$97,672

A total of \$304,065 was withheld from the e-government funds during 1st quarter FY04.

In FY02 the Office of Information Technology was appropriated \$2,838,354 for development of an E-Government infrastructure. An initial withholding of 18% reduced the available appropriation to \$2,327,450. A subsequent withholding of another 10% reduced the available funds by \$283,835, leaving a beginning balance of \$2,043,615.